EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S3	43	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition	US-PGPUB; USPAT	OR	ON	2006/09/17 16:56
S4	33	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help)	US-PGPUB; USPAT	OR	ON	2006/09/17 17:06
S6	25	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated	US-PGPUB; USPAT	OR	ON	2006/09/17 17:14
S7	19	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history)	US-PGPUB; USPAT	OR	ON	2006/09/17 17:23
S9	3	markov near dependency	US-PGPUB; USPAT	OR	ON	2007/03/27 11:30
S10	15	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost	US-PGPUB; USPAT	OR	ON	2006/09/18 10:31
S12	4	automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost and frustrat$6 and queue	US-PGPUB; USPAT	OR	ON	2006/09/18 10:30
S13	2	379/265.01 and automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost and frustrat$6 and queue	US-PGPUB; USPAT	OR	ON	2006/09/18 10:30

S14	3	379/265.01 and automated near2 call near2 routing and (agent or operator) and decision and (voice or speech) near recognition and (busy or ready or help) and (hold or wait) and automated and (previous or past or history) and cost	US-PGPUB; USPAT	OR	ON	2006/09/18 10:31
S22	3	(rout$5 or forward$5 or deliver$5 or transfer$6) near3 call near3 success$6 near4 (question$5 or account or name or menu or option)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:20
S23	84	(rout$5 or forward$5 or deliver$5 or transfer$6) near3 call near3 based near4 (question$5 or account or name or menu or option)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:21
S24	56	(rout$5 or forward$5 or deliver$5 or transfer$6) near3 call near3 based near4 (question$5 or account or name or menu or option) and (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:21
S25	27	(rout$5 or forward$5 or deliver$5 or transfer$6) near3 call near3 based near4 (question$5 or account or name or menu or option) and (agent or operator) and success$5	US-PGPUB; USPAT	OR	ON	2007/03/26 12:25
S28	15	(decision or determin$6) near3 call near3 success$6 near3 (rout$5 or forward$5 or deliver$5 or transfer$6) and (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/03/27 08:53
S29	50	likelihood near3 success$6 near3 (rout$5 or forward$5 or deliver$5 or transfer$6) and (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:38
S30	4	likelihood near3 success$6 near3 (rout$5 or forward$5 or deliver$5 or transfer$6) near3 call and (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:39
S31	1	probab$6 near3 success$6 near3 (rout$5 or forward$5 or deliver$5 or transfer$6) near3 call and (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:42
S32	52	probab$6 near3 success$6 near3 call and (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/03/26 12:42

S35	2	(decision or determin$6) near3 call near3 success$6 near3 (rout$5 or forward$5 or deliver$5 or transfer$6) and (agent or operator) and (history or past or previous$5) and (question$5 or script$5) and automat$7	US-PGPUB; USPAT	OR	ON	2007/03/27 11:32
S37	0	379/265.01 and (decision or determin$6) near3 call near3 success$6 near3 (rout$5 or forward$5 or deliver$5 or transfer$6) and (agent or operator) and (history or past or previous$5) and (question$5 or script$5) and automat$7	US-PGPUB; USPAT	OR	ON	2007/03/27 11:32
S39	32	decision near model and (agent or operator) and sequence near3 action	US-PGPUB; USPAT	OR	ON	2007/09/17 09:09
S43	65	success$6 near3 rout$5 near2 (subscriber or caller or calling or user or customer) and (agent or operator) and sequen$7	US-PGPUB; USPAT	OR	ON	2007/09/17 09:02
S45	4	success$6 near3 rout$5 near2 (subscriber or caller or calling or user or customer) and (agent or operator) and sequen$7 and (redetermin$5 or re-determin$5 or reorder$5 or re-order$5 or updat$5 or modif$7 or chang$6) near3 sequen$7	US-PGPUB; USPAT	OR	ON	2007/09/17 09:05
S48	15	(re-order$5 or reorder$5 or updat$5 or modif$7 or chang$6) near3 sequence near2 action and (agent or operator) and (rout$6 or forward$6) near2 (call or calling or caller or subscriber or party or user or customer)	US-PGPUB; USPAT	OR	ON	2007/09/17 09:15
S49	2	automated near call near routing and success$6 near3 (rout$5 or forward$5) near4 (agent or operator)	US-PGPUB; USPAT	OR	ON	2007/09/17 09:17
S65	50	(probability or likelihood) near3 success$6 near4 (updat$5 or chang$5 or modif$6) and (agent or operator) and sequen$7	US-PGPUB; USPAT	OR	ON	2007/09/17 11:01

S66	0	379/265.01 and (probability or likelihood) near3 success$6 near4 (routing or forward$5) near3 call and (updat$5 or chang$5 or modif$6)	US-PGPUB; USPAT	OR	ON	2007/09/17 11:01
S67	0	379/265.01 and (probability or likelihood) near3 success$6 near4 (updat$5 or chang$5 or modif$6) and (agent or operator) and sequen$7	US-PGPUB; USPAT	OR	ON	2007/09/17 11:01
S68	203	eric near2 horvitz.in.	US-PGPUB; USPAT	OR	ON	2007/09/17 11:02
S69	13	(probability or likelihood) near3 success$6 near4 (rout$5 or forward$5) near3 call and (updat$5 or chang$5 or modif$6)	US-PGPUB; USPAT	OR	ON	2007/09/17 11:09